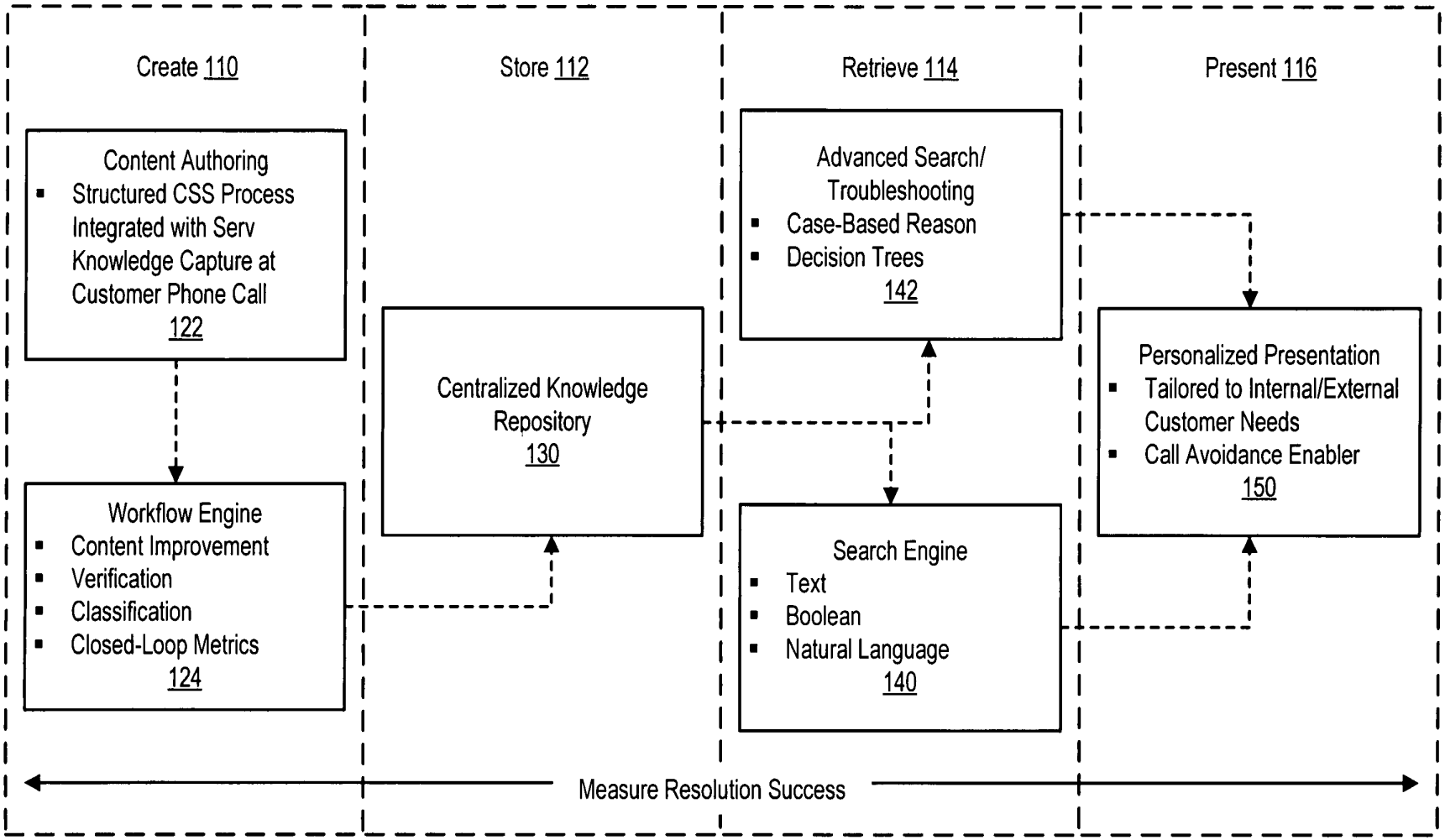
Create 110
Store 112
Retrieve 114
Present 116
Content Authoring
Structured CSS Process Integrated with Serv Knowledge Capture at Customer Phone Call
122
Workflow Engine
Content Improvement
Verification
Classification
Closed-Loop Metrics
124
Centralized Knowledge Repository
130
Advanced Search/ Troubleshooting
Case-Based Reason
Decision Trees
142
Search Engine
Text
Boolean
Natural Language
140
Personalized Presentation
Tailored to Internal/External Customer Needs
Call Avoidance Enabler
150
Measure Resolution Success

Figure 1

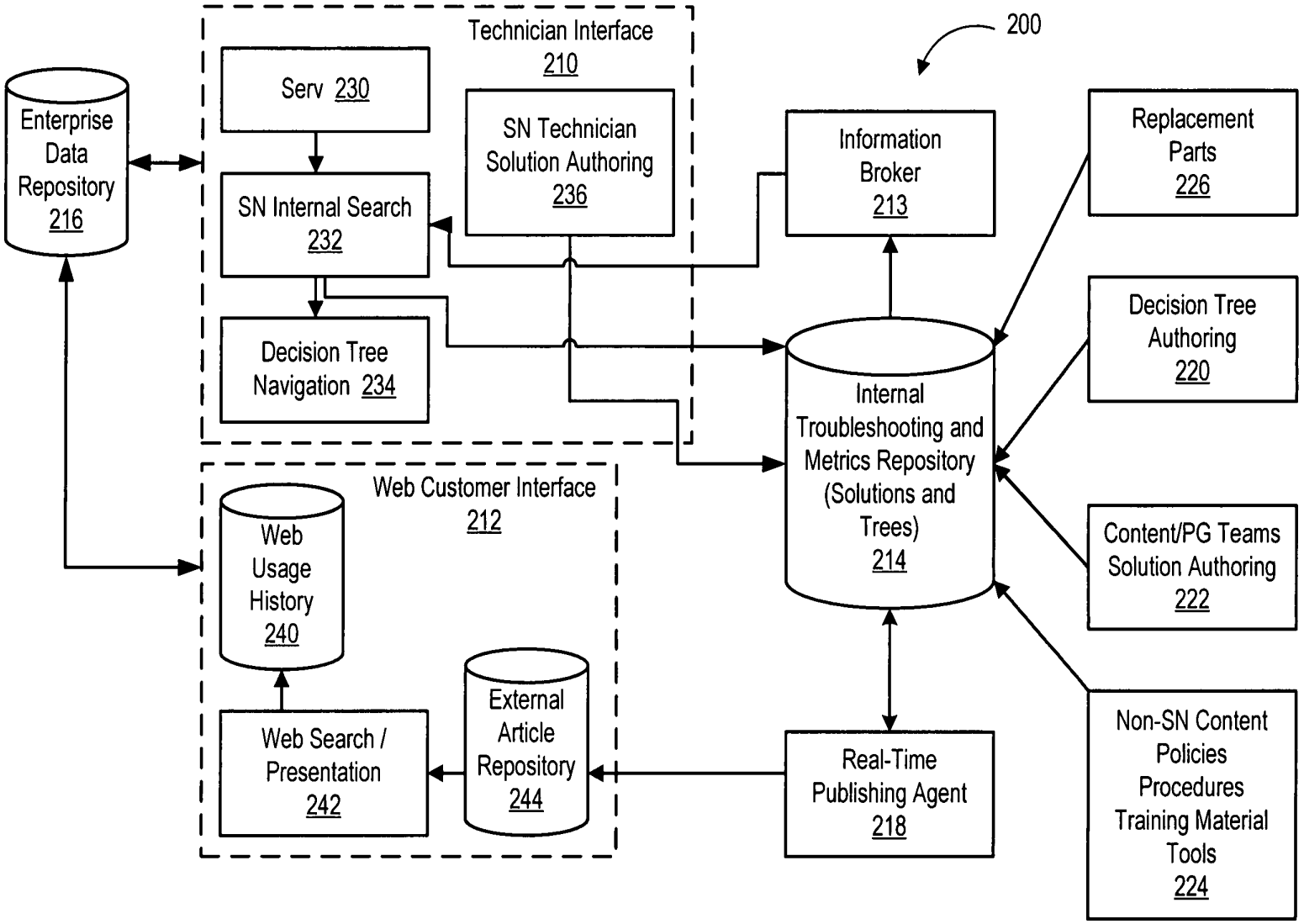
200
Technician Interface
210
Serv 230
SN Technician Solution Authoring 236
SN Internal Search 232
Decision Tree Navigation 234
Enterprise Data Repository 216
Information Broker 213
Replacement Parts 226
Decision Tree Authoring 220
Internal Troubleshooting and Metrics Repository (Solutions and Trees) 214
Content/PG Teams Solution Authoring 222
Web Customer Interface
212
Web Usage History 240
External Article Repository 244
Web Search / Presentation 242
Real-Time Publishing Agent 218
Non-SN Content Policies Procedures Training Material Tools 224

Figure 2

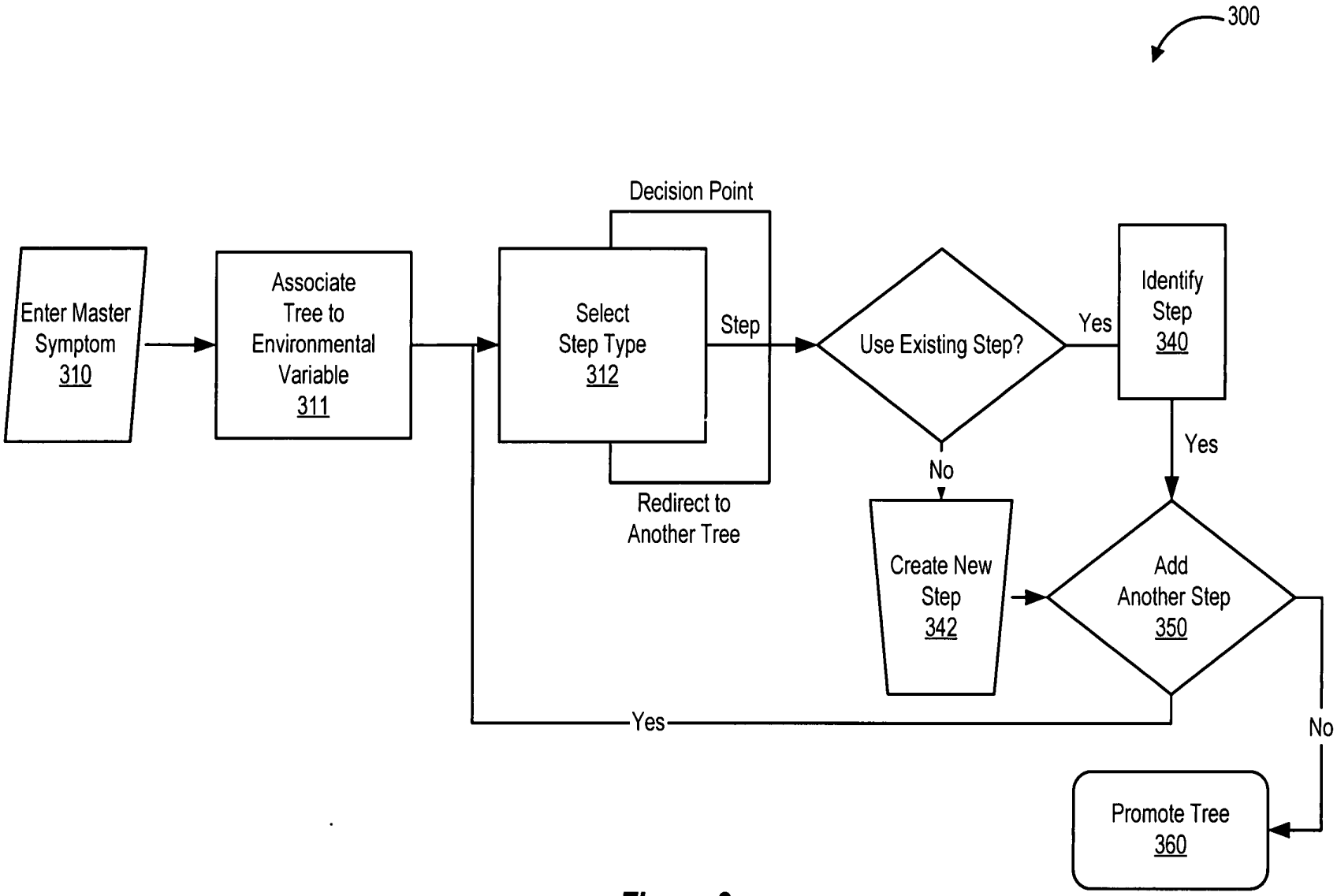
300
Enter Master Symptom 310
Associate Tree to Environmental Variable 311
Select Step Type 312
Decision Point
Step
Redirect to Another Tree
Use Existing Step?
Yes
Identify Step 340
No
Create New Step 342
Yes
Add Another Step 350
Yes
No
Promote Tree 360

Figure 3

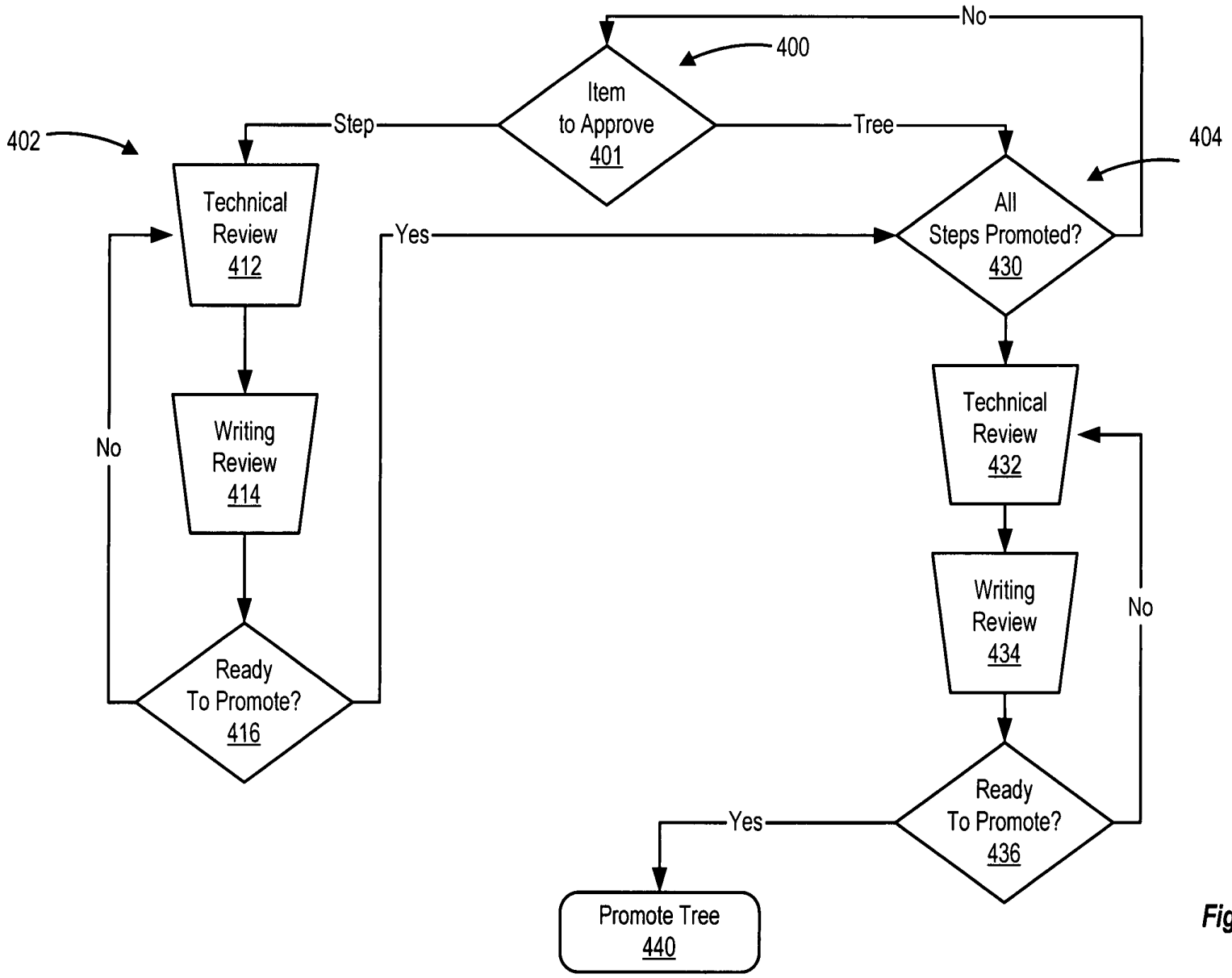
400
Item
to Approve
401
Step
Tree
No
402
404
Technical
Review
412
Writing
Review
414
Ready
To Promote?
416
No
Yes
All
Steps Promoted?
430
Technical
Review
432
Writing
Review
434
Ready
To Promote?
436
No
Yes
Promote Tree
440

Figure 4

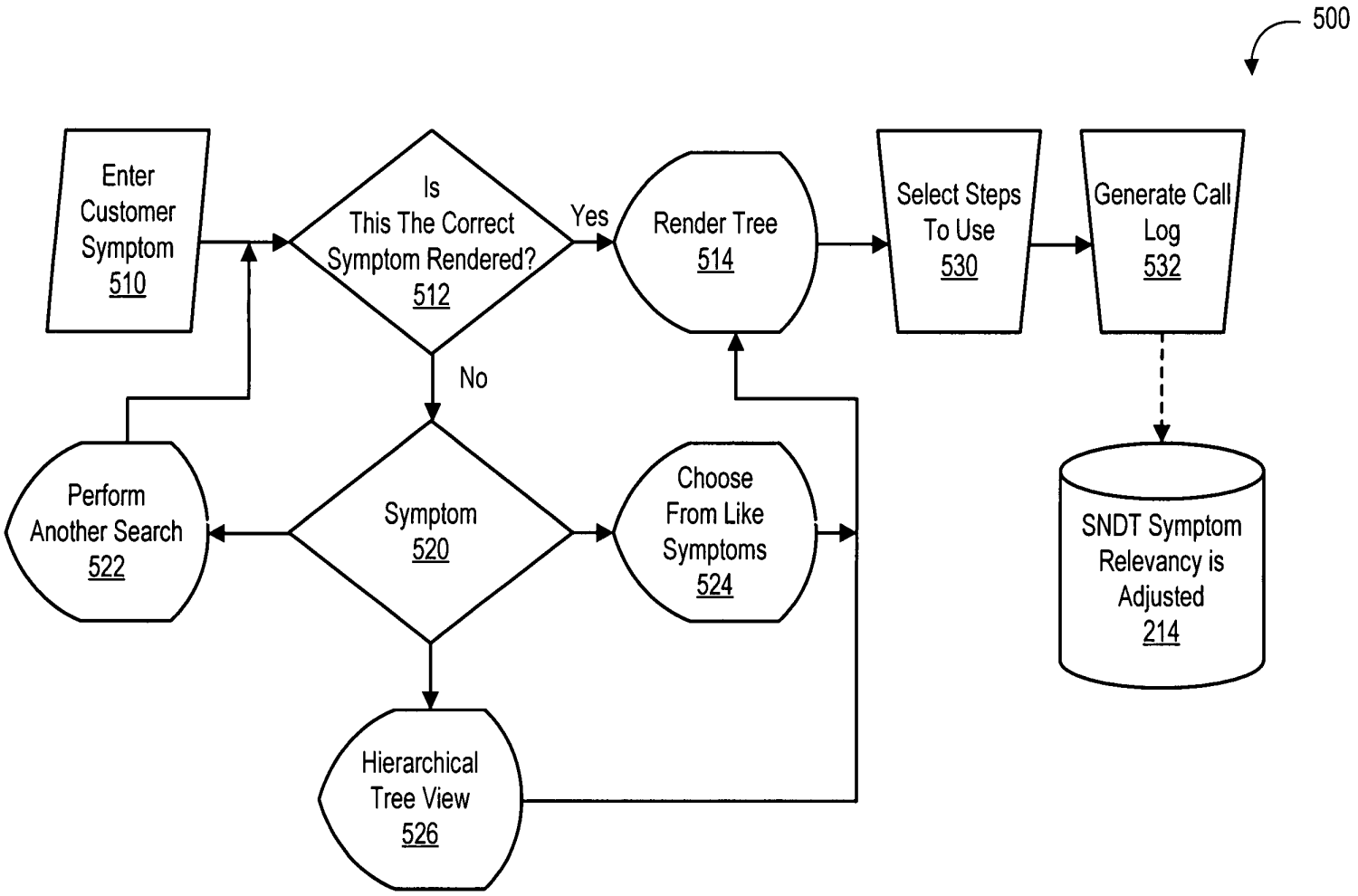
500
Enter Customer Symptom 510
Is This The Correct Symptom Rendered? 512
Yes
No
Render Tree 514
Select Steps To Use 530
Generate Call Log 532
SNDT Symptom Relevancy is Adjusted 214
Perform Another Search 522
Symptom 520
Choose From Like Symptoms 524
Hierarchical Tree View 526

Figure 5

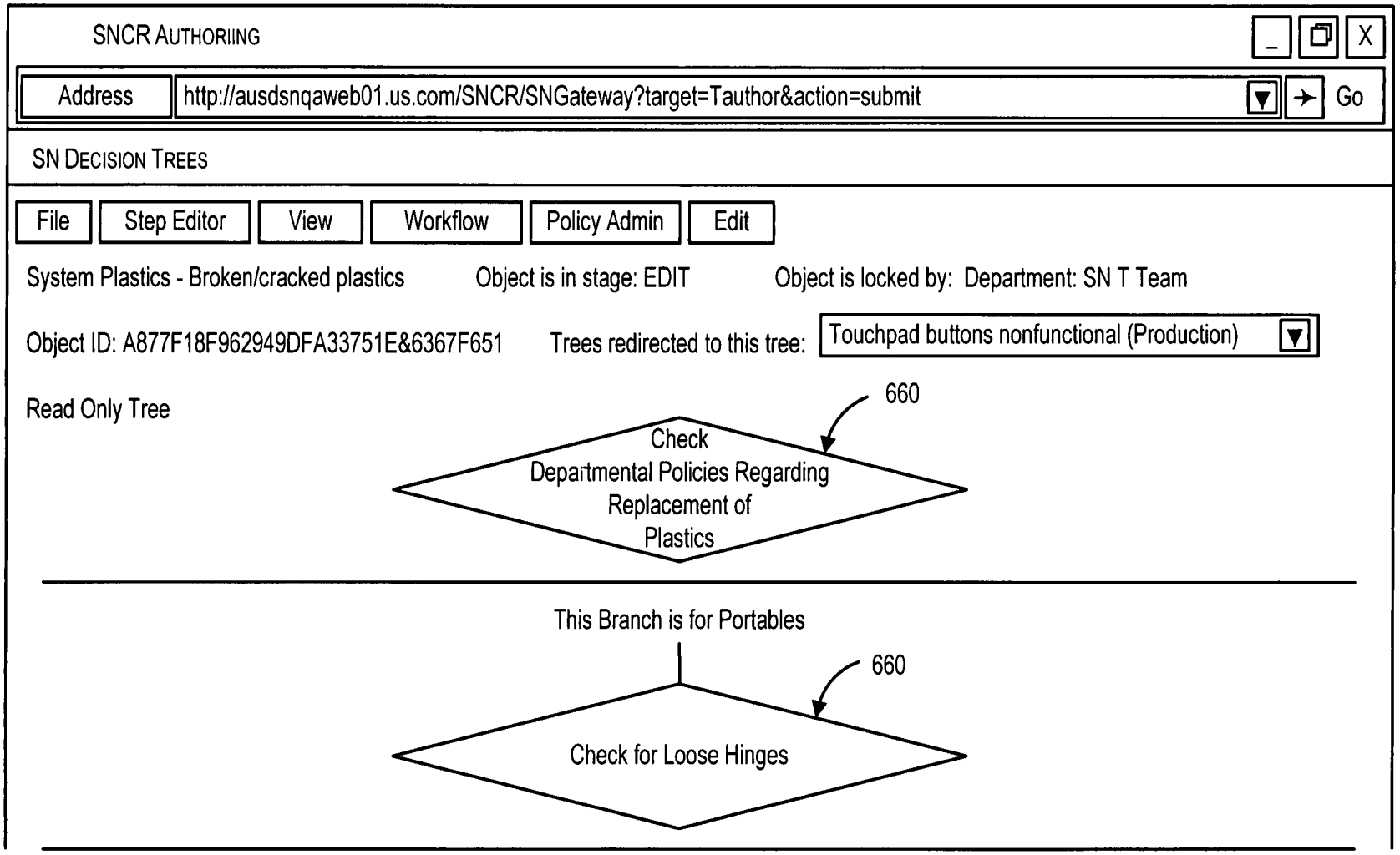

Figure 6A

Figure 6A
Figure 6B

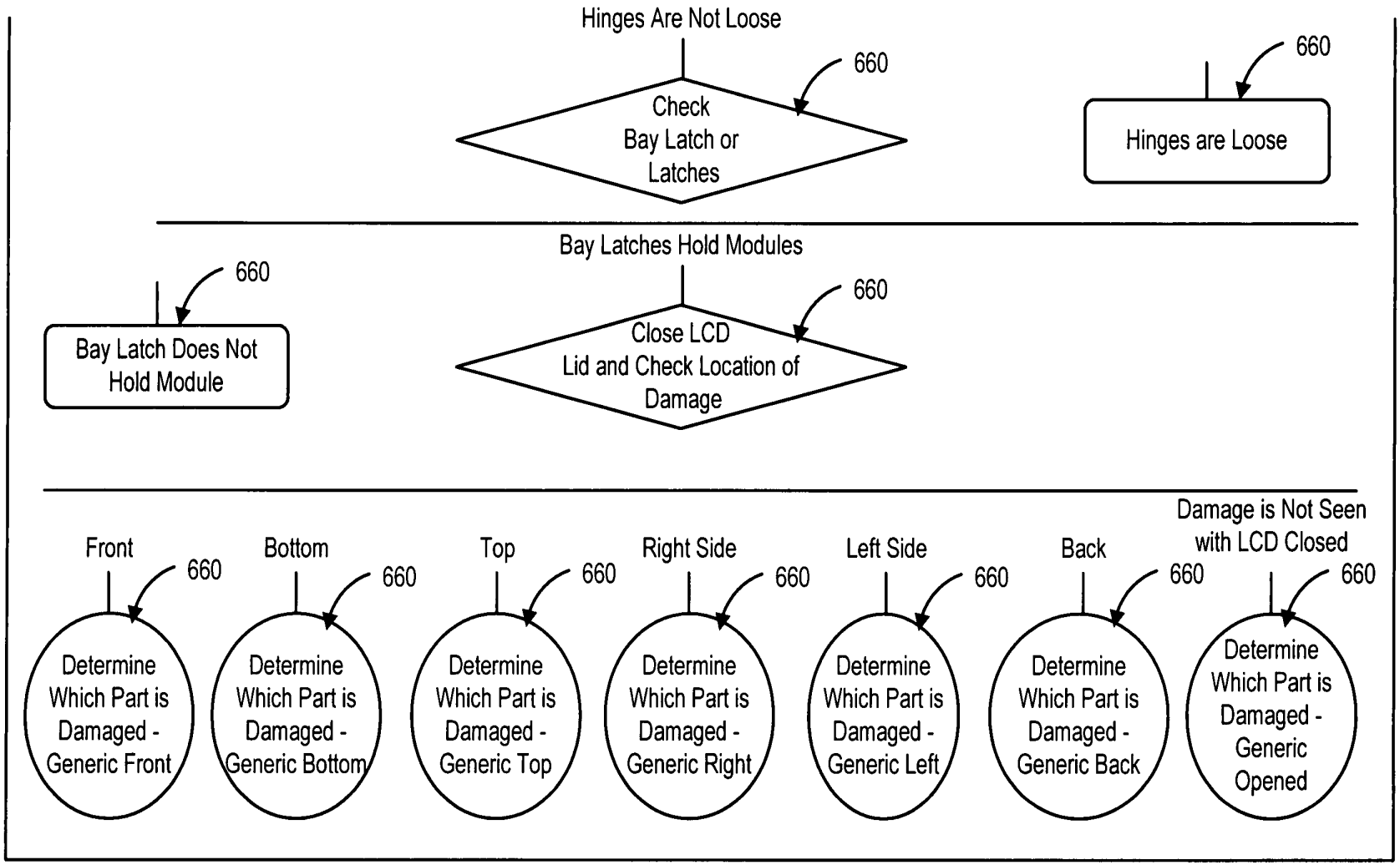

Figure 6B

Figure 6A
Figure 6B

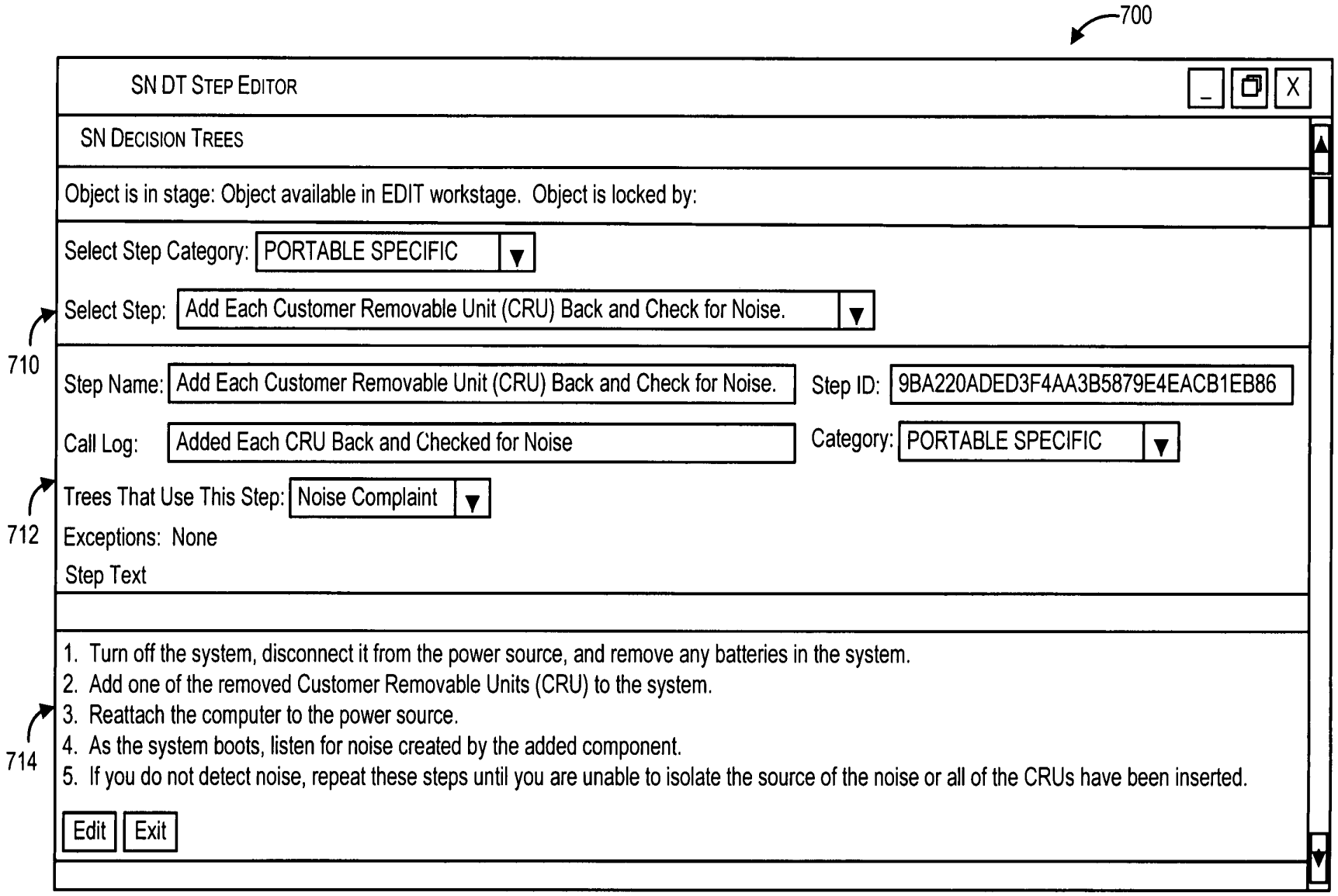
700
SN DT STEP EDITOR
SN DECISION TREES
Object is in stage: Object available in EDIT workstage. Object is locked by:
Select Step Category: PORTABLE SPECIFIC
Select Step: Add Each Customer Removable Unit (CRU) Back and Check for Noise.
710
Step Name: Add Each Customer Removable Unit (CRU) Back and Check for Noise.
Step ID: 9BA220ADED3F4AA3B5879E4EACB1EB86
Call Log: Added Each CRU Back and Checked for Noise
Category: PORTABLE SPECIFIC
Trees That Use This Step: Noise Complaint
712
Exceptions: None
Step Text
1. Turn off the system, disconnect it from the power source, and remove any batteries in the system.
2. Add one of the removed Customer Removable Units (CRU) to the system.
3. Reattach the computer to the power source.
4. As the system boots, listen for noise created by the added component.
5. If you do not detect noise, repeat these steps until you are unable to isolate the source of the noise or all of the CRUs have been inserted.
714
Edit
Exit

Figure 7

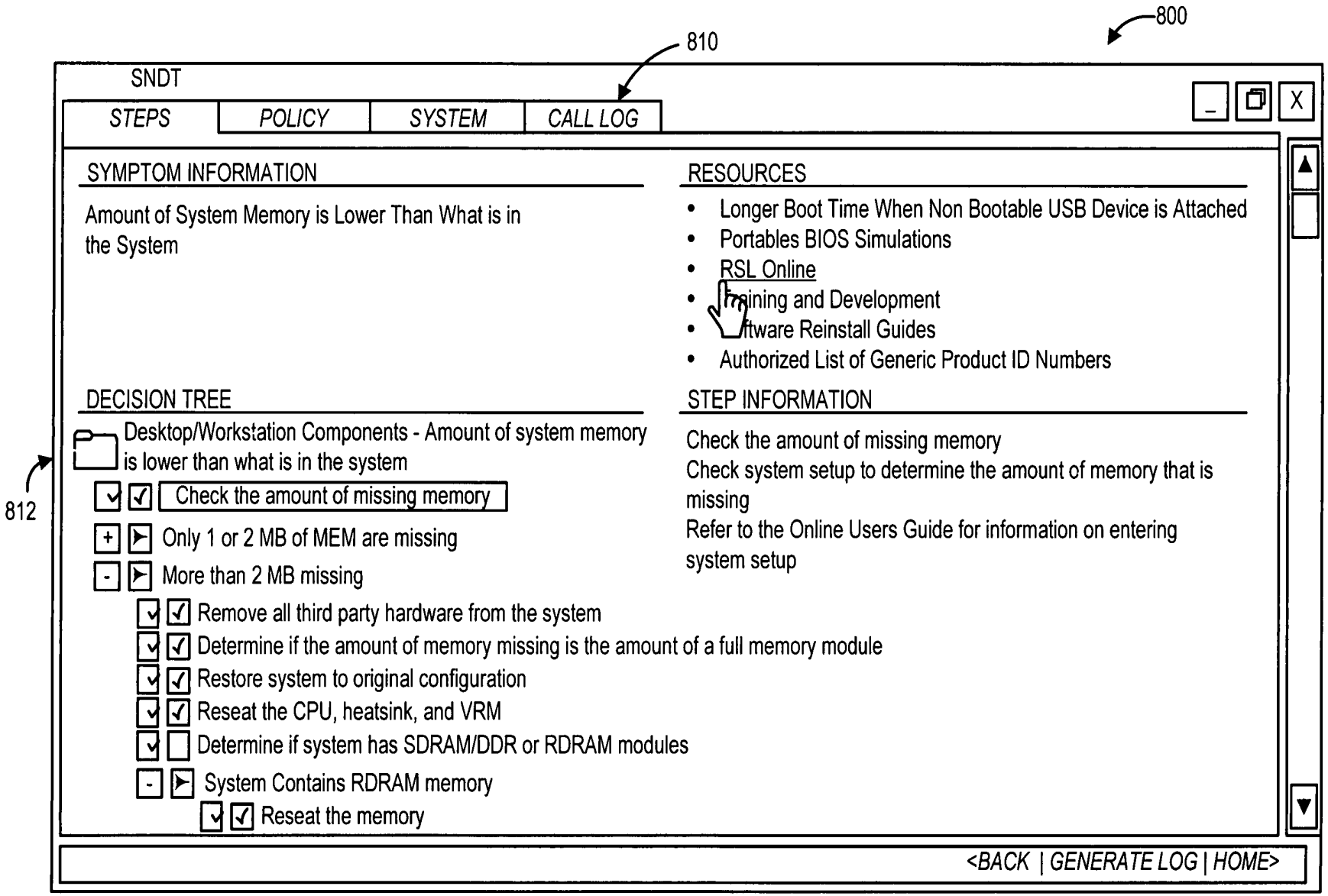
800
810
SNDT
STEPS
POLICY
SYSTEM
CALL LOG
SYMPTOM INFORMATION
Amount of System Memory is Lower Than What is in the System
RESOURCES
Longer Boot Time When Non Bootable USB Device is Attached
Portables BIOS Simulations
RSL Online
Training and Development
Software Reinstall Guides
Authorized List of Generic Product ID Numbers
DECISION TREE
Desktop/Workstation Components - Amount of system memory is lower than what is in the system
Check the amount of missing memory
Only 1 or 2 MB of MEM are missing
More than 2 MB missing
Remove all third party hardware from the system
Determine if the amount of memory missing is the amount of a full memory module
Restore system to original configuration
Reseat the CPU, heatsink, and VRM
Determine if system has SDRAM/DDR or RDRAM modules
System Contains RDRAM memory
Reseat the memory
STEP INFORMATION
Check the amount of missing memory
Check system setup to determine the amount of memory that is missing
Refer to the Online Users Guide for information on entering system setup
812
<BACK | GENERATE LOG | HOME>

Figure 8A

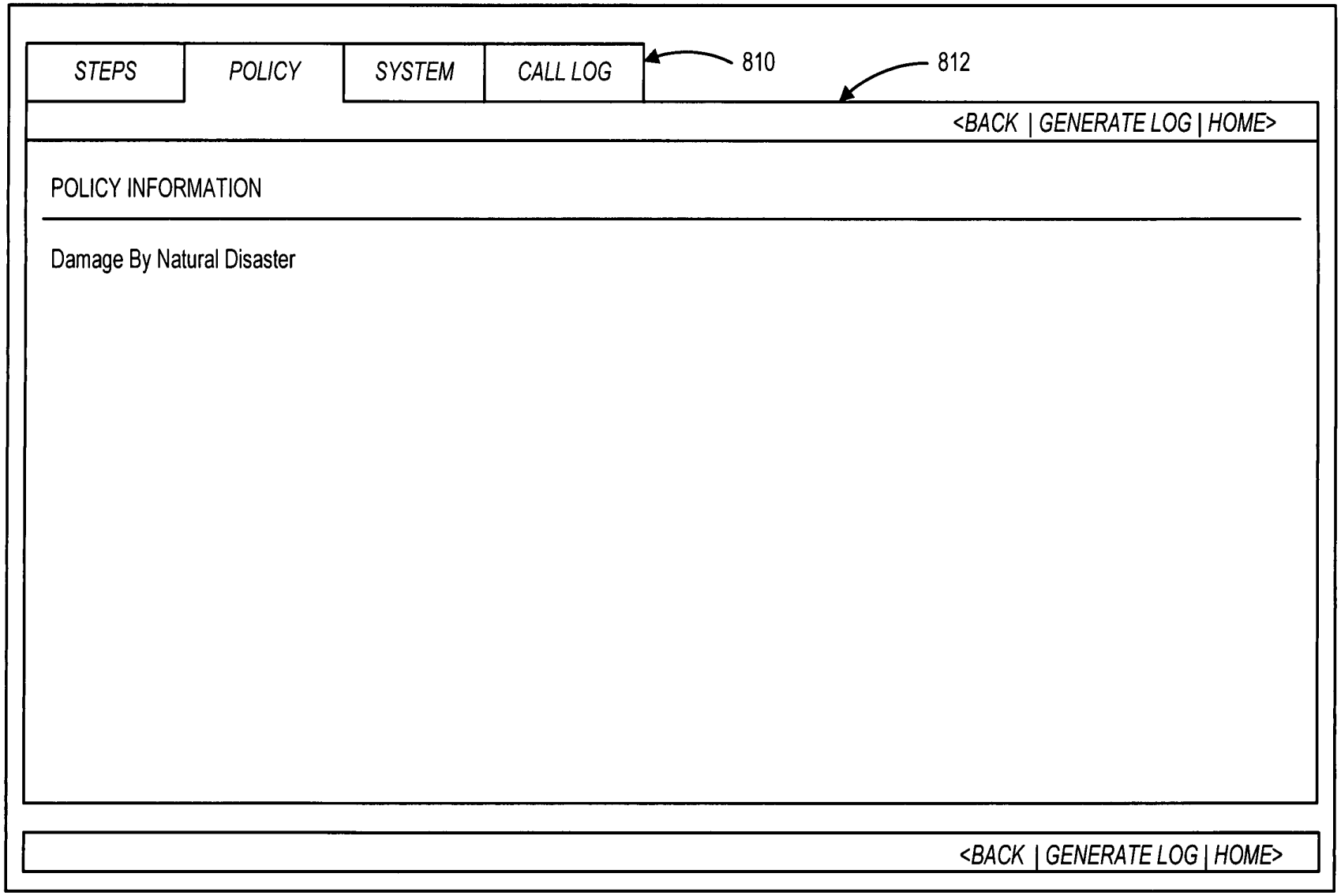
STEPS
POLICY
SYSTEM
CALL LOG
810
812
<BACK | GENERATE LOG | HOME>
POLICY INFORMATION
Damage By Natural Disaster
<BACK | GENERATE LOG | HOME>

Figure 8B

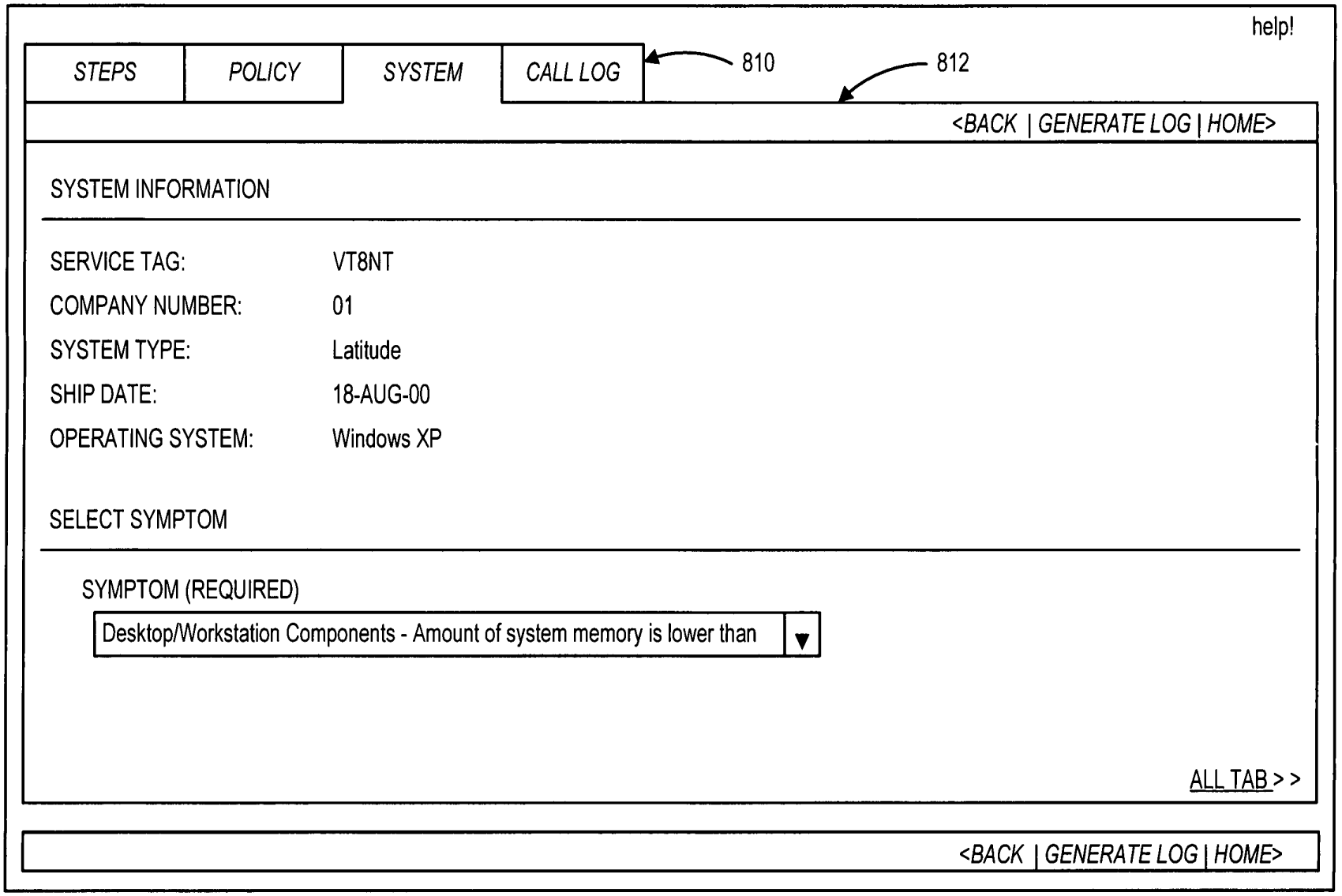
help!
STEPS
POLICY
SYSTEM
CALL LOG
810
812
<BACK | GENERATE LOG | HOME>
SYSTEM INFORMATION
SERVICE TAG: VT8NT
COMPANY NUMBER: 01
SYSTEM TYPE: Latitude
SHIP DATE: 18-AUG-00
OPERATING SYSTEM: Windows XP
SELECT SYMPTOM
SYMPTOM (REQUIRED)
Desktop/Workstation Components - Amount of system memory is lower than
ALL TAB > >
<BACK | GENERATE LOG | HOME>

Figure 8C

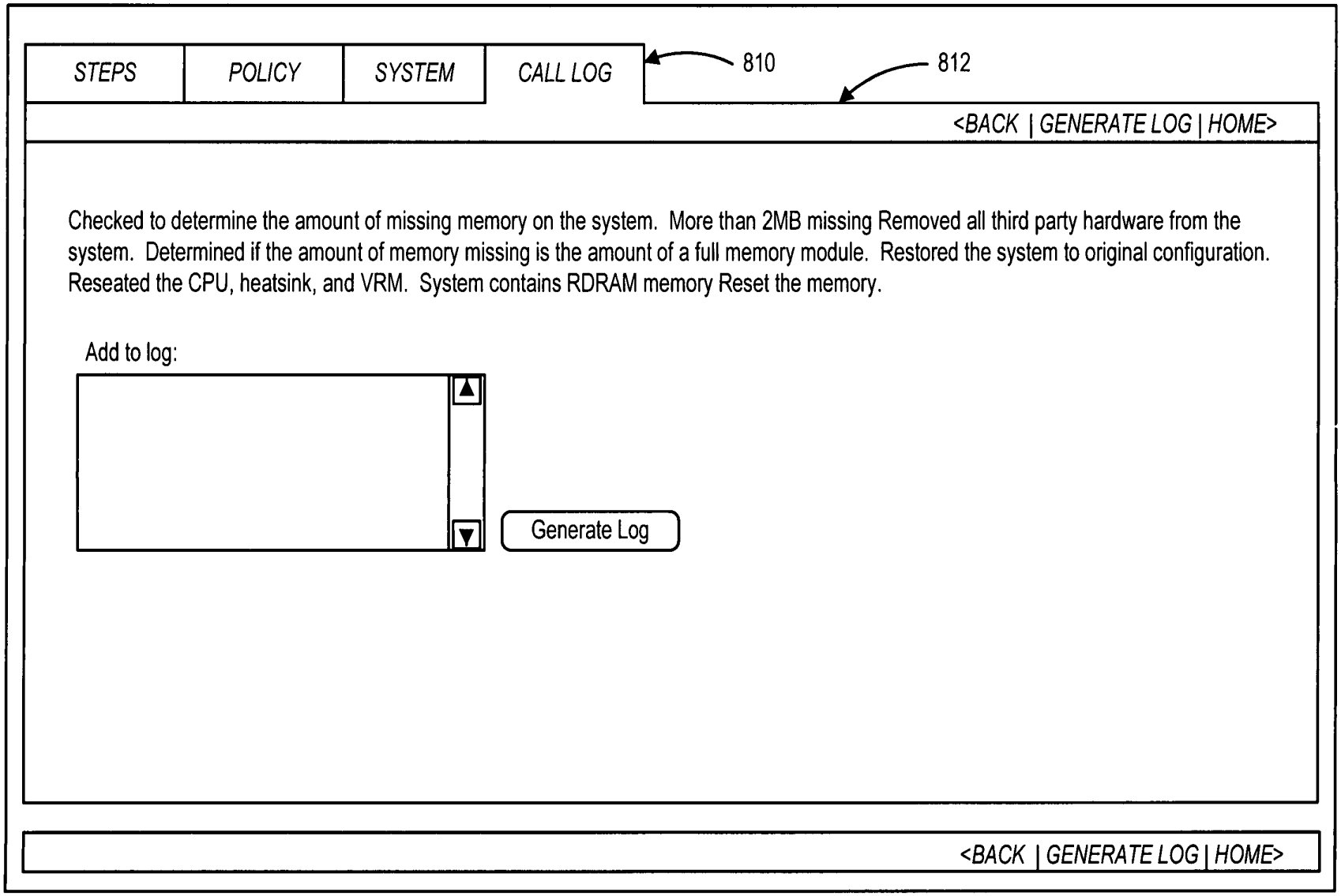
STEPS
POLICY
SYSTEM
CALL LOG
810
812
<BACK | GENERATE LOG | HOME>
Checked to determine the amount of missing memory on the system. More than 2MB missing Removed all third party hardware from the system. Determined if the amount of memory missing is the amount of a full memory module. Restored the system to original configuration. Reseated the CPU, heatsink, and VRM. System contains RDRAM memory Reset the memory.
Add to log:
Generate Log
<BACK | GENERATE LOG | HOME>

Figure 8D

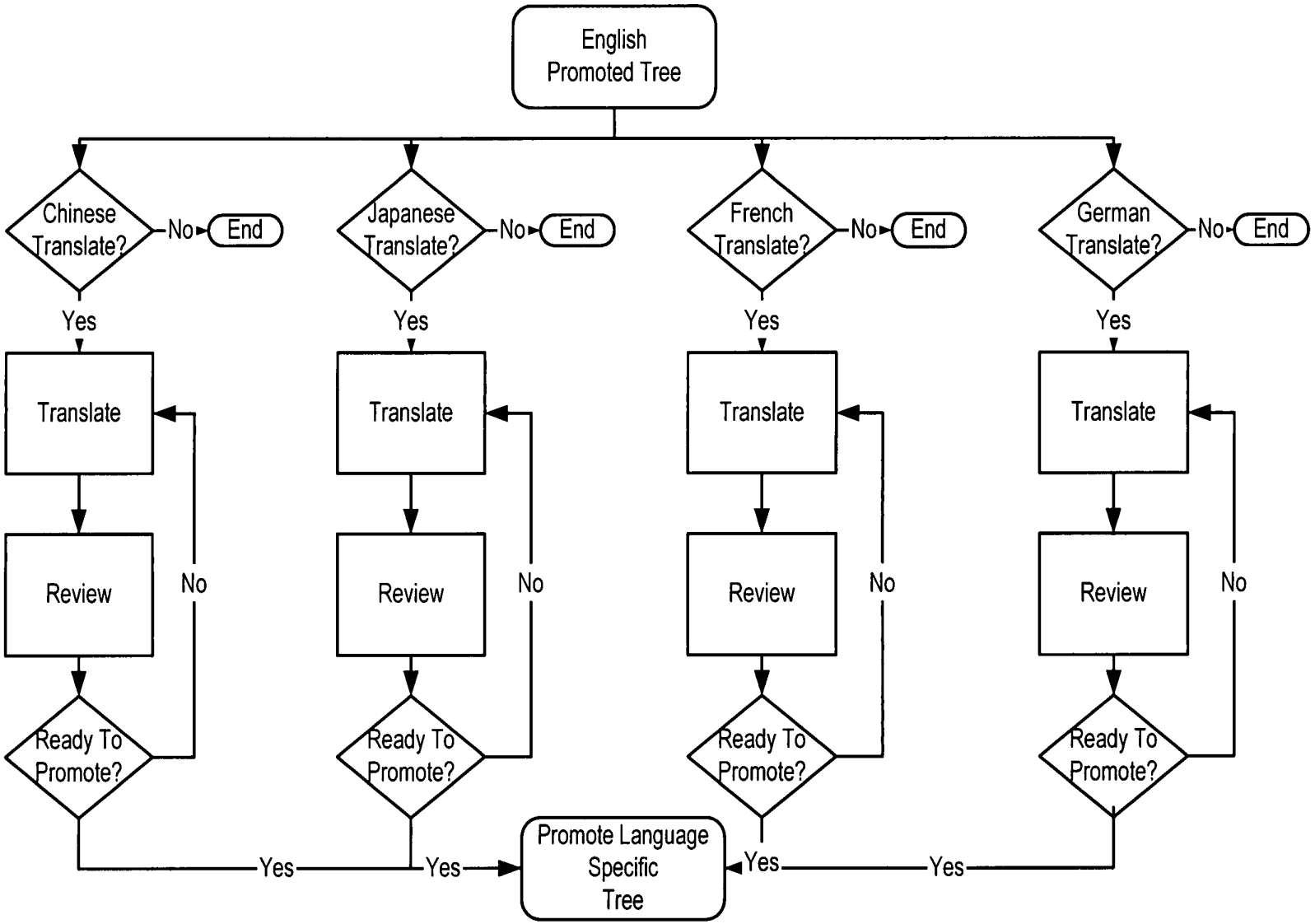
English Promoted Tree
Chinese Translate?
Japanese Translate?
French Translate?
German Translate?
No
End
Yes
Translate
Review
Ready To Promote?
Promote Language Specific Tree

Figure 9